

*“Simple justice requires that public funds, to which all taxpayers of all races [colors, and national origins] contribute, not be spent in any fashion which encourages, entrenches, subsidizes or results in racial [color or national origin] discrimination.”*

*President John F. Kennedy calling for the enactment of Title VI in 1963*

If you need this information in another language, contact 202-962-2582.

Si mas información es necesario en otro idioma, por favor de contactar 202-962-2582.

Si vous désirez recevoir ces informations dans une autre langue, contactez le 202-962-2582.

Nếu cần thông tin này bằng một ngôn ngữ khác, xin liên lạc 202-962-2582.

영어 이외의 외국어 설명이 필요하시면, 전화 202-962-2582 로 연락주세요.

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Washington Metropolitan  
Area Transit Authority

Title VI and Language Assistance Coordinator  
Office of Equal Employment Opportunity  
600 Fifth Street, NW, 7G  
Washington, DC 20001  
202-962-2582  
Fax: 202-962-2471

email: [title.vi.complaint@wmata.com](mailto:title.vi.complaint@wmata.com)

For general information about Metro,  
please visit [wmata.com](http://wmata.com)  
or call 202-637-7000 (TTY 202-962-2033).

METRO

english

## TITLE VI Notice to the Public



For help riding Metrobus,  
Metrorail and MetroAccess  
in your language,  
call 202-637-7000 (TTY 202-638-3780)  
or go to [wmata.com](http://wmata.com).



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## *Title VI Notice to the Public*

This brochure is designed to assist you in understanding your rights under Title VI of the Civil Rights Act (CRA) of 1964. Title VI is the federal law that protects individuals and groups from discrimination on the basis of their race, color or national origin in programs that receive federal financial assistance.

## *Metro's Title VI Policy Statement*

The Washington Metropolitan Area Transit Authority (Metro) is committed to ensuring that no person is excluded from participation in or denied the benefits of its services or otherwise subjected to discrimination on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended.

Toward this end, it is Metro's objective to:

1. Ensure that the level and quality of transportation service is provided without regard to race, color or national origin.
2. Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations.
3. Promote the full and fair participation of all affected populations in transportation decision-making.
4. Prevent the denial, reduction or delay in benefits related to programs and activities that benefit minority populations or low-income populations.
5. Ensure meaningful access to programs and activities by persons with limited English proficiency.

The general manager, senior management, supervisors and employees share the responsibility of carrying out Metro's commitment to Title VI. The Title VI/Language Assistance coordinator is responsible for the day-to-day operation of the program. The Office of Equal Employment Opportunity staff receives and investigates Title VI complaints that come through the complaint procedures process.

## *Metro's Limited English Proficiency Policy Statement*

Federal Transit Administration recipients must take reasonable steps to ensure meaningful access to the benefits, services, information and other important portions of their programs and activities for people with limited English proficiency.

To that end, Metro has developed a Language Assistance Plan for people with limited English proficiency. Upon request, free language assistance is provided to assist them in riding Metrobus, Metrorail and MetroAccess.

Telephonic interpretation services are provided for over 100 languages and are available by calling Metro's Office of Customer Service at 202-637-7000 (TTY: 202-638-3780). Customer service hours are Monday – Friday from 6 a.m. to 8:30 p.m. and Saturday and Sunday from 7 a.m. to 8:30 p.m. Written language assistance is provided at [wmata.com](http://wmata.com).

## *Who May File a Title VI Complaint?*

If you believe that you have been subjected to discrimination under Title VI on the basis of race, color or national origin, you may file a Title VI complaint with Metro. Metro investigates complaints received no more than 180 days after the alleged incident.

The written, signed complaint should include:

- Your name, address, email address and telephone number
- How, why and when you believe you were discriminated against. Include as much specific, detailed information as possible
- The names, if known, of people whom you allege discriminated against you
- The names, if known, of any people who Metro can contact to support or to clarify your allegations
- Your signature

A printable Title VI complaint form is available at [wmata.com](http://wmata.com) or by calling 202-962-2582.

All complaints will be investigated promptly. Once received, the complaint will be assigned to an investigator. Based upon receipt of all the information required, the Office of Equal Employment Opportunity will normally complete an investigation of a Title VI complaint within 90 days of receipt. Receipt of additional relevant information may expand the timing of the complaint resolution.

If the complainant is not satisfied with the resolution, an appeal process is available. An appeal request should be filed, in writing, within 10 calendar days of the initial notification of complaint resolution. The written appeal must include the customer's name, address and telephone number. A statement of reason(s) why the complainant believes the determination of the initial investigation was inappropriate is recommended.

The director of the Office of Equal Employment Opportunity will make the final determination and approve the final response to the complainant, including notifying the complainant of his/her right to file an external complaint.